APPENDIX 3

3   Section A - Vendor Background

INTRODUCTION

The intent of the Sacramento Metropolitan Fire District EMS is to form a long term partnership with the prime contractor, which will extend past the implementation of the first release of the software and into a service arrangement. It is important that the supplier has the knowledge of the application area, the skills to execute the project and the capacity to extend the relationship.

3.1 *Vendor Profile*

3.1.1   BACKGROUND – STRATEGIC DIRECTION

a) How long has this company been in existence?
   - b) What is the strategic direction of your product line? Please provide a business plan with time frames.
   - c) How will this technology enable the business to have more control of business processes and functions?

Include a brief overview of strategies and trends for your company and its product lines.

3.1.2   LIFE CYCLE
   - a) How many previous versions do you support?
   - b) What is the support window for each version?
   - c) How long has the product been in the market place?
   - d) What segment or percentage of the market is using your product?

Include: Longevity of products, support (what offered), latest versions implemented and/or under development, timing notification of obsolescence, how often updates and upgrades are available (frequency and method).

3.1.3   BENEFIT/LOSS
   - a) What language is the product currently written in and what are future releases going to be written in? (i.e. J2EE, .NET, etc?)
   - b) Do you support open or proprietary standards?
   - c) What technologies/tools/products are you leveraging for integration?
   - d) How long has the product been in the marketplace?
   - e) What features does the current release have and what features do you have planned for subsequent releases?
   - f) What type of security is available for your products?
   - g) What Databases does your product(s) work with, if required? (Please also state the versions and releases supported.)
   - h) Please provide a logic or flow diagram for the product(s) ie; what technologies and protocols are utilized and how does it all work based on: Application architecture – design, technologies used (SOAP, COM+, XML); security architecture, integration architecture, data architecture, communication architecture, network and infrastructure architecture. Architectural diagrams are recommended to supplement the written documentation.

3.1.4   AVAILABILITY OF RESOURCES
   - a) What is the availability of local resources for this technology?
     Include: assessment of the available market of trained people that could potentially be hired to provide short or long term development or support within the greater Sacramento, California area.

APPENDIX 3

3.1.5 PRIOR INSTALLS AND REFERENCES
  a) Please provide descriptions of three (3) projects of a similar nature to this ePCR project; multi-location environments, preferably with similar processing volumes. **For your response to be considered one (1) reference must include a location where the proposed solution has been <u>installed in a similar sized fire agency environment</u>.** For each reference please include:
  - Company Name(s);
  - Location;
  - Volume of calls by emergency and non-emergency;
  - Number of units installed (mobile devices and hardwired devices);
  - Hardware and software installed;
  - Indication of which systems the ePCR solution has been interfaced with;
  - Contact name, title and telephone number; and
  - Installation date.
  b) The reference projects should:
  - Identify experience in system integration services ranging from design through hardware/software selection, implementation and product turnover;
  - Show evidence of custom development and/or customization of package applications and the vendor having performed detailed design/analysis, construction, testing, piloting, and implementation including training and orientation;
  - Provide evidence of senior level project management for a project of similar size to the ePCR project;
  - Provide evidence of providing on-going support services similar to those required by the 24x7 operation that exists at Sacramento Metropolitan Fire District;
  - Indicate if your ePCR solution has been integrated with any hospital systems. If so, which ones, and describe how the systems interact; and
  - Provide evidence of previous successful interface with Intergraph CPSI COBOL CAD system 3.1 (Now known as Northrop Grumman PSI).

3.2 WARRANTY
3.2.1 The Proposer shall supply information regarding the warranty that the Proposer is prepared to offer to the Sacramento Metropolitan Fire District for the proposed system, including the warranty period for each item and all warranty terms and conditions.

3.2.2 The warranty and service period shall commence after systems have passed the acceptance testing by the Sacramento Metropolitan Fire District.

3.3 MAINTENANCE AND SUPPORT
3.3.1 The Proposer should supply information regarding maintenance and support available to support the proposed system after the warranty period has elapsed.

3.3.2 The Proposer should supply a copy of their standard software and maintenance agreement.

APPENDIX 3

3.4 HARDWARE AND THIRD PARTY SOFTWARE

3.4.1 The following terms and conditions shall apply to any and all hardware and third party software proposed in this RFFP:

    a) The Proposer(s) agree that should the Sacramento Metropolitan Fire District, at its sole option, acquire any hardware and/or third party software from the Proposer(s), the terms and conditions of this RFFP shall apply to the hardware and/or third party software;

    b) The Proposer(s) shall include installation specifications and environmental specifications for all equipment proposed, including required space with customer engineering clearances, electrical power, air conditioning, special chilling equipment (either air or water), anti-static measures, floor prints and the like, that the Sacramento Metropolitan Fire District will be expected to supply in order to meet the Vendor's Installation Specifications and ensure that the equipment will operate properly;

    d) The Proposer(s) shall describe what technical and administrative resources that the Sacramento Metropolitan Fire District will be expected to provide or contribute to hardware and software maintenance;

    e) Any and all customized systems modifications shall be approved and signed off by the Sacramento Metropolitan Fire District's representative prior to system modifications being implemented;

    f) All software programs required for implementation and day-to-day operations of the system shall be provided by the Proposer(s);

    g) The Proposer(s) shall describe any additional information that would be relevant to the on-going support of the system; and

    h) The Proposer(s) shall supply information regarding maintenance and support available from the Proposer(s) to support the proposed system after the warranty period has elapsed. This information shall state the price of the maintenance as well as the level of support provided.

3.4.2 The Sacramento Metropolitan Fire District shall consider any breach of the clauses contained in the Proposer's response as a Failure to Perform.

3.4.3 The Sacramento Metropolitan Fire District shall consider only of the following options as acceptable if there has been a Failure to Perform. The Proposer(s) shall indicate which of the following options the Proposer(s) is committed to, if there has been a Failure to Perform:

    a) To replace any and all products proposed with the same technology at the sole option of the Sacramento Metropolitan Fire District at no cost to the Sacramento Metropolitan Fire District;

b) To replace any and all products proposed with newer technology at the sole option of the Sacramento Metropolitan Fire District at no cost to the Sacramento Metropolitan Fire District;

c) To replace any and all products proposed with another Proposer's same technology at the sole option of the Sacramento Metropolitan Fire District at no cost to the Sacramento Metropolitan Fire District; and

d) To replace any and all product proposed with another Proposer's newer technology at the sole option of the Sacramento Metropolitan Fire District at no cost to the Sacramento Metropolitan Fire District.

In the event that the replacement product supplied, as per one of the four options listed above also fails to perform pursuant to the established criteria, what recourse would be offered to the Sacramento Metropolitan Fire District?

3.5 INSTALLATION, SUPPORT AND SUSTAINMENT

There will be a Project Team formed to co-ordinate the installation, implementation and development of the proposed solution. Vendors are asked to briefly describe the implementation requirements of their proposed solutions in terms of Project Management and Project Team Make-up.

3.5.1 PROJECT MANAGEMENT

The vendor must describe the project management processes and disciplines that will be used to plan, track, control and report on the project status. This part of the bid must cover the plans for handling the following:
  a) Change control;
  b) Risk management;
  c) Project management;
  d) Status reporting;
  e) Progress meetings;
  f) Project scheduling and management; and
  g) Project working documents.

3.5.2 PROJECT APPROACH

Please provide a description of how the project will be executed providing detail on the following:
  a) Project Initiation;
  b) Detail Design/Analysis;
  c) Construction of integrated solution;
  d) Testing;
  e) Piloting;
  f) Implementation (includes training and orientation);
  g) Embedding/Warranty Period; and
  h) Post implementation review.

3.5.3 PROJECT PLAN

Vendors should provide summary plans for each phase of the project including:
  a) Strategy or approach to be undertaken;
  b) Project organization chart;
  c) Deliverables of each phase;

d) Key activities related to each deliverable;
e) A description of all significant milestones including dates when major deliverables will be completed;
f) The roles and responsibilities of key member of the delivery teams;
g) Estimates in person-days for each deliverable; and
h) Critical success factors, any risks identified in each phase, and the actions to be taken to mitigate these risks.

3.5.4   PROJECT TEAM MAKE-UP

The vendor must disclose any sub-contract and partner arrangement undertaken to assemble their project team. The prime contractor must be clearly defined, as the Sacramento Metropolitan Fire District will contract with only that party. The vendor must clearly describe:
a) The responsibilities of partner or subcontractor;
b) How copyright, intellectual property and licensing issues will be managed so that these rights can be passed to Sacramento Metropolitan Fire District; and,
c) Contingency plan for replacement of a partner or subcontractor.

3.5.5   PROJECT *Organization* - RESUMES

The Proposer must indicate what personnel the Proposer is willing to commit towards the Project Team and the installation of the proposed solution. The supplier must provide a resume of each team member working on any phase of delivering the ePCR solution. Resumes should include specific details on their technical expertise, their experience in other pre-hospital ePCR projects, and experience in other similar projects.

3.5.6   STAFFING *SUITABILITY*

The Sacramento Metropolitan Fire District reserves the right to request the substitution or replacement of external project staff, at any time throughout the project. This would be mandatory in areas where there are zero tolerance policies, e.g. substance abuse, or harassment.

3.5.7   EXPECTATIONS OF THE SACRAMENTO METROPOLITAN FIRE DISTRICT PROJECT TEAM

The Proposer must indicate what personnel commitment the Proposer expects from the Sacramento Metropolitan Fire District to the Project Team and to the maintenance, support and installation of the proposed solution. Submit the outline of the qualifications required of the Sacramento Metropolitan Fire District staff. Deviations from the outlined requests in the Proposers RFFP response may result in a financial penalty imposed upon the Proposer. The amount of the penalty will be above that which the services have been specified and required, and will be based upon the regular established charge-out rate for the Sacramento Metropolitan Fire District's Information Technology Manager's hourly rate, which is based on the hourly wage, benefits, overhead costs per hour, and other incidental costs.